



# UNIVERSITY LIBRARY ANNUAL REPORT 2007





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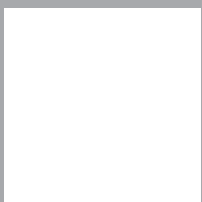




# University Library Annual Report 2007

## Introduction by the University Librarian

The integration of the AMC Library with UTAS Library was a major achievement for 2007. The Project Team, led by Di Worth, Associate Librarian, and Andrew Parsons, AMC Librarian, worked hard through the year. As a result, the AMC Branch Library was created within UTAS Library, with common services and a single catalogue from 1 January 2008.



The Library has been pleased to maintain its links with the Quaker community in Tasmania through the publication in January 2007 of *'Quaker Life in Tasmania: the first hundred years'* by Professor Michael Bennett. Profits from the sales of the book will be used to provide a scholarship for a student to undertake research using the Quaker collection.

During 2007 the Library was sorry to bid farewell to two of its senior managers. Lana Wall, Launceston Campus Librarian, retired after 35 years service with the Library and Richard Dearden, Morris Miller Librarian, left to take up a new position at QUT. In their place we were pleased to welcome Wendy Hoyle as Launceston Campus Librarian and Karmen Pemberton to Morris Miller Library.

*Linda Luther*



## Overview of the University Library

The University of Tasmania Library system comprises eight libraries. Three libraries, Morris Miller, Law and Science, are situated on the Sandy Bay campus. The Art, Music and Clinical Libraries are located in central Hobart. The Launceston Campus Library and the Australian Maritime College (AMC) branch library are located on the University's campus at Newnham, Launceston.

In addition to these branches, the University Library provides liaison services to the Cradle Coast Campus at Burnie and the Inveresk campus in Launceston, and supports a resource room at the Cradle Coast Campus. The Library also supports the School of Nursing and Midwifery's students in Sydney at St Vincent's Hospital and Rozelle.

In 2007 the Library served a population of 20,284 students and 2,154 staff. It had a budget of \$9,034,821 and employed 75.5 FTE staff in continuing and fixed term positions, as well as casual staff, to deliver services across Tasmania.

The Library's vision is to be the hub of the University, recognised as the centre for access to and assistance with information resources and for leadership in information literacy.

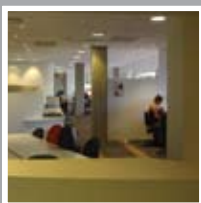
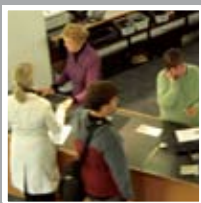
Strategic goals for the Library in 2007 were:

- begin integrating with the AMC Library
- increase the Library's profile in the research environment
- improve quality assurance through measurement and evaluation
- enhance the study environment for students
- continue implementation of our Workforce Plan

## Our services

During 2007 the integration of the Australian Maritime College (AMC) Library into UTAS Library was a huge focus for many Library staff. Joint AMC-UTAS working parties planned the integration across all functional areas of the Library, with a view to integrating all Library services as soon as was possible. AMC Library items appeared in the UTAS Library catalogue in the latter half of the year. The hard work of all involved meant that the Library was ready on 1 January 2008 to offer all UTAS Library services to all AMC Institute staff and students.





The Library enhanced access to its services by extending the range of do-it-yourself lending services introduced in 2006. Library users are now able to request, via the Web, copies of journal articles from print journals held in any of our branch libraries. AMC Library journals began generating article requests as soon as they appeared in the Library's catalogue! In October, the do-it-yourself service included the online requesting of theses.

Staff and postgraduate clients also benefited from the Library's launch of a new document delivery system – VDX. Replacing an in-house system, VDX allows Library clients to make their own document delivery requests online, track the status of their requests and receive journal articles at their desk. The new system has also improved the Library's ability to interact automatically with document supply systems at partner supply and request libraries around Australia.

In 2007 the Library responded to changes in our clients and their needs. The Clinical Library began communicating with their first year medical students via a blog. New procedures were established to serve the increasing number of Library clients who needed help setting up laptops for wireless access. In recognition of the importance of the diversity of UTAS clients, the Library began work on a service model for CALD (Culturally and Linguistically Diverse) clients and Client Services staff began a training program on cultural diversity.

The growth of the Cradle Coast Campus in recent years and the expansion of research activities there have significantly changed the nature of the Campus and the needs of its clients. Library services at the Cradle Coast Campus were modelled on those at the Tweed Heads Campus of Southern Cross University in New South Wales. The Librarian/Learning Skills Adviser at the Cradle Coast Campus visited Tweed Heads during 2007 to learn about developments in the model at Tweed Heads, and her report on developments and changes will form part of a future review of how Library services are delivered at the Cradle Coast.

With the move of the School of Architecture to Inveresk in 2007, the Library was concerned to ensure students had ongoing access to Library services. Library staff were involved in planning the Learning Hub which gives all Inveresk students an opportunity to access computers and the Library's electronic resources and services. Face-to-face discussions with liaison librarians and staff providing advanced IT support were regularly scheduled on site and the Library trialled different borrowing and return arrangements to facilitate the use and return of Library materials, especially Reserve items, at Inveresk.



## Our support for teaching, learning and research

UTAS clients are increasingly teaching, learning and researching across disciplines. The Library's CrossSearch service, which allows simultaneous searching of multiple databases, was moved to a new software platform during 2007 and clients can now CrossSearch a greater number of databases simultaneously and across multiple subject categories.

Liaison librarians continued to work closely with their schools and faculties to embed information literacy skills into teaching, learning and research. For example,

- Roger Carter (Morris Miller) collaborated with Riawunna to embed information literacy in units in 2008
- Juliet Beale (Morris Miller) participated in a Faculty of Business project to embed generic graduate attributes into Faculty majors
- Deb Bowring (Law) introduced the legal research skills map into the Law School's curriculum

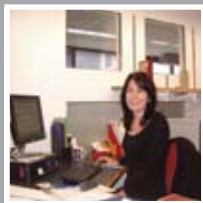
Liaison librarians also introduced 'in house librarian' sessions, taking their services out to students in Faculties or sites like Inveresk, raising awareness of the liaison role, creating positive public relations and offering service at the point of need.

Strengthening support for UTAS research and researchers was a strategic goal for the Library during 2007. The Library launched a new Research section of the website to bring together information on Library services supporting research and links to important resources. Liaison librarians developed and delivered a new multi-discipline information session for academic staff and postgraduate researchers. Called 'Getting Cited', the sessions were delivered in both Hobart and Launceston.

The Library worked closely with the Office of Research Services to support UTAS staff in the preparations for RQF (Research Quality Framework). The Library's ePrints digital repository had a key role to play in this and ePrints experienced a year of great growth and development. A Library







staff member was appointed to work within the Office of Research Services to assist researchers lodge the publications they needed for RQF. ePrints staff and liaison librarians intensively promoted ePrints to researchers and the academic community generally. The University mandated lodgement of theses in both hard copy and electronic formats from the beginning of 2007. ePrints contained approximately 1100 items at the end of 2007. Although RQF has since been abandoned, the new research quality evaluation methods being devised will also use ePrints.



ePrints is also integral to the Library's digitization of items from our rare and special collections. The Quaker Project, for example, involves digitizing rare and special Quaker items from the Library Archives. At the end of 2007 ePrints held 130 Quaker records comprising letters, diaries and early Tasmanian photographs. A School of History and Classics Summer school in January 2008 used primary source material housed in UTAS ePrints. This is the first formal link to be established between teaching and UTAS ePrints and we hope further links will be developed in the future.



UTAS Library hosted the Australian and New Zealand Institute for Information Literacy (ANZIIL) Symposium in October. One hundred delegates participated in sessions covering a range of issues relating to information literacy in tertiary education including curriculum alignment, applying the standards and evaluation.

## Our collections

The Library continued to develop its collections of electronic resources during 2007. We now spend approximately 45% of our Library acquisitions funds on books, journals and databases in electronic format. Over \$90,000 worth of subscriptions were transferred from print to electronic format in 2007, making these titles more easily accessible to the University's community wherever they are located, on campus or elsewhere, at any time of the day. We were also able to free some shelf space by removing the print copies of these journals.

The Library has reached a point where the print collections meet the capacity of space available and study space within the Library is not meeting the needs of students. The situation can be resolved by the withdrawal or relegation to Store of around one third of the Library's print material, and the building of a new Library in Launceston.





In 2007 the Library was funded to begin a significant project to address these issues in Morris Miller, Science and Launceston libraries where collections of print journals were reviewed. Journals for which we have permanent electronic access (that is, not reliant on annual subscription payments) were withdrawn from the collections and duplicate volumes held at other Library branches were also withdrawn. Print journals for which we have electronic access via annual subscription were transferred to storage. Over 50,000 journal volumes were removed from the shelves in the 3 libraries. This will allow:

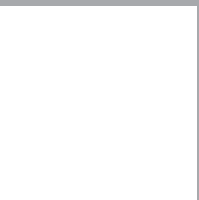
- Morris Miller Library to be restored to its original configuration on Level 4 with the collection in the central core and study spaces near the windows
- pressure on the Science Library's compactus to be relieved and access to the journal collection to be improved
- quantification and planning of the space needed to house the journal collection in a new Launceston Library building

The Library is developing a methodology for evaluating the depth and currency of our collections in a specific subject area. Focussing first on the marine sciences, we will subsequently apply the methodology to other subject areas to assist in the systematic development of the Library's collections in the future.

A significant addition to the Webster Limited company papers, held in the Library's special collections, was received at the end of year. These additional records will supplement the Webster records already held in the collection.

Through the generosity of Mr. George Benson Walker and Mr. B.B. (Jim) Walker, we were able to add significant items to our Quaker archives. Items of memorabilia such as James Backhouse Walker's mortarboard, a framed portrait of James Backhouse Walker by his sister, a framed sketch by James Backhouse Walker, diaries, letters, lantern slides, glass plate negatives photographs and photograph albums were received from the Walker family to add to the existing collection.





## Our facilities

Enhancing the study environment for students was a strategic goal for the Library in 2007. Space in Morris Miller Library on Level 4, which was created by transfer of paper journal titles to Store, was refurbished for client seating in time for the beginning of semester 1 2008. The success of the Learning Hub has increased the demand for quiet study spaces elsewhere in the Library and this new space will allow us to meet that need.

The refurbishment of Morris Miller Library Level 1 was completed in 2007 and allowed Resource Management to move into a new, bright and modern area and be located together with their Associate Librarian and Systems staff. The eastern end of Level 1 was occupied by CALT (Centre for Advanced Learning and Teaching), whose staff had also been housed in a number of different locations.

During 2007 Library staff participated in planning for a significant upgrade and refurbishment of the Morris Miller Library Level 2. Important design considerations included establishing 24/7 access to this entry level of the Library and the Learning Hub; the Library's entrance in relation to the University's central mall and Lazenby's courtyard; orientation of clients to the Library's services; and improving the workflows in staff spaces. This project is Stage 2 of the Library Master Plan.

In 2007 the Library began planning for a new building on the Launceston campus. The present building provides a very poor environment for study and is dysfunctional for staff. A new building will enable a single Library service to be



provided for UTAS and AMC, bringing efficiencies in service delivery. A draft brief was developed and included a 'Scholars Vault' for centralised storage of low-use material from the Library's collection. The University Council designated the new building a priority project for which to seek funding.

At the Cradle Coast Campus, a new building was completed which included a Learning Hub. The integration of Library, CALT and IT services at Cradle Coast is reflected in the greatly improved facilities in the Hub and will allow the Library to make further improvements in services for Cradle Coast staff and students.

Student access to computers and flexible study spaces was enhanced further with the opening of new Learning Hubs in the Art and Law branch libraries. Our experience with the Learning Hubs in other branch libraries shows how valuable students find these facilities – they are very heavily used!

## Our staff

The Library's Workforce Plan recognised the importance of supporting staff in acquiring appropriate qualifications in order to support the strategic directions of the Library and deliver quality services to our clients.

We congratulate the following staff on their achievements during 2007:

- Roger Carter, liaison librarian in Morris Miller Library, completed his GradCert in University Learning and Teaching in November.
- Vanessa Warren, liaison librarian in Launceston Library, was awarded the 2006 ALIA Award for 'Most Outstanding Graduating Student' from the Graduate Diploma in Information Management program.
- Rachel Evans (Document Delivery), Jules Witek (Morris Miller Client Services), Deb Ploughman (Science Library) completed their Certificate IV and Diploma in Library/Information Services with TAFE. Deb Ploughman was awarded the 2007 ALIA Award for 'Most outstanding graduating student' for this diploma. Carolyn Jarvis (Law Library) and Summa McIntyre







(Morris Miller Library) completed their diploma. Staff studied under the Existing Employee Program (EEP) - a Commonwealth funded Australian Apprenticeship scheme which allows staff to gain nationally recognised credentials. Jules and Deb presented a paper *The Existing Employee Program: an incentive scheme for skill recognition, staff development and qualifications* on their experiences and the program at the ALIA National Library and Information Technicians' Conference in October.



Four Library staff proved their credentials in computer competence by completing the International Computer Driving Licence.

UTAS Library staff and AMC Library staff worked closely together all year on plans for the integration of library services. AMC Library staff transferred into agreed positions and roles in the UTAS structure on 1 January 2008.



In 2007, the Library developed a Liaison Librarian A Developmental Framework to develop capabilities in new and recent graduates as entry-level librarians. Two positions, one in Hobart and one in Launceston, were designated Liaison Librarian A positions and the appointees commenced a structured program of broad learning, developing knowledge and skills in all aspects of liaison and reference work. Having satisfied the performance criteria for Librarian A, appointees will be supported in reclassification applications to Liaison Librarian B level.



Continuing the implementation of the Library's Workforce Plan, the Library reviewed the employment of staff after 5pm and at weekends and public holidays. The review's recommendations enabled the Library to deliver a consistent standard of front desk core services to clients across all branches and addressed anomalies in employment levels and the impact of changes to IT support and document supply practices.



Long serving staff members Art Dabrowski, Emilia Ward, Diana Duncan, and Wendy Graham (all from Resources and Access) and Irene Abrahamsson (Clinical Library) were farewelled with thanks from the Library for their many years of hard work and service. The senior management of the Library also changed significantly with Richard Dearden (Morris Miller Librarian) moving to Queensland and Lana Wall (Launceston Campus Librarian) retiring after 35 years service in Tasmania's academic libraries.



We welcomed Karmen Pemberton from the State Library of Tasmania as our new Morris Miller Librarian and Wendy Hoyle from Griffith University as our new Launceston Campus Librarian.

University Librarian, Linda Luther, became chair of the Libraries Australia Advisory Committee in 2007. The Committee provides advice on strategic and policy issues affecting the delivery of the Libraries Australia service and the broad direction of service development. Linda represents CAUL (Council of Australian University Librarians) on the Advisory Committee.

## Working with our community

The University Library has a close relationship with the Royal Society of Tasmania and houses the Society's collection of books and journals. The Society generously donated \$7000 in 2007 to be used in 2008 towards further cataloguing of the Society's collection and digitization of important Society material housed at the UTAS Library. Royal Society of Tasmania members toured the Library and viewed a display of selected archival and rare material owned by the Society.

The Library continued our program of very successful exhibitions in the foyer of the Morris Miller Library, often working closely with other areas of the University or wider community to source material to supplement that in our collections. For example, *Antarctica: artworks by Tim Squires, George Davis and Fred Elliott and a graphic history of the Penguin* paperback, brought together artworks from the UTAS Fine Art collection and the Library special collections, skulls from the School of Zoology and birds from the Australian Antarctic Division.

The *Edmund Morris Miller 1881-1964: Philosopher, psychologist, librarian, bibliographer and administrator* exhibition included materials from the University of Tasmania special and rare collections, the University Fine Arts collection and the School of Psychology. The exhibition highlighted Morris Miller's many achievements and demonstrated why the Arts and Humanities library on the Hobart campus was named after him.

The *From Manuscript to Print* exhibition which was organised to coincide with both the Bibliographical Society of Australia and New Zealand Conference and the Network for Early European Research Symposium, 'Useful Knowledges and Vernacularity' in November included 23 pre 1550 books and manuscripts from the UTAS Library.

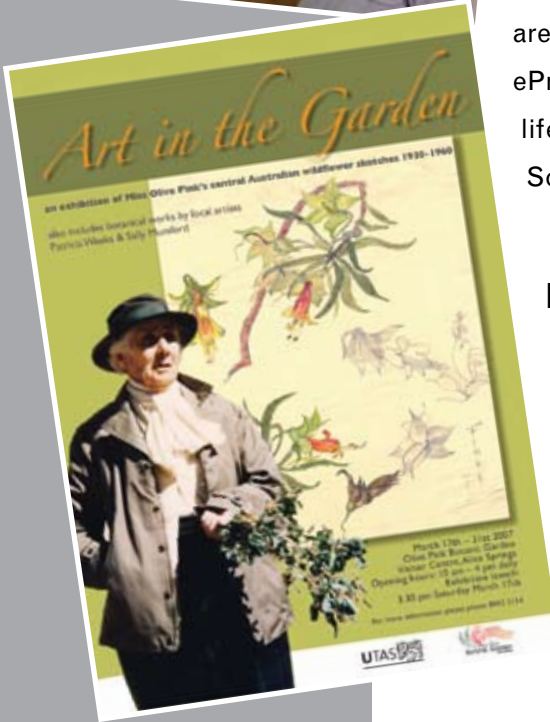
Both *Morris Miller* and *From Manuscript to Print* live on as digital exhibitions, accessible from the Library's website.



Our very successful *Quaker Life in Tasmania* exhibition in 2006 was followed this year with the publication of an accompanying book, written by Professor Michael Bennett (School of History and Classics) with graphic design by Gill Ward (Publications Librarian). Over 600 copies have been sold.



Gill Ward visited the Olive Pink Botanic Garden in Alice Springs in March to celebrate the garden's 50th anniversary and deliver a talk on Miss Pink's art and her early life in Tasmania. The Garden hosted an exhibition of Miss Pink's sketches of plants from Central Australia which are part of the UTAS Library special and rare materials collection. Her sketches are represented on an online exhibition on our website as well as in our ePrints digital repository. The Botanic Garden donated an oil painting and life drawing by Olive Pink and a painting by Olive's artist friend Harold Southern to the UTAS Library special collections.



## Management

During 2007 the Library reviewed the 2006 restructure of the Collection Management Unit (CMU). The review report made a number of recommendations to refine and improve the structure and services provided by the team. Staff were involved in making submissions to the review and a plan for implementing the recommendations to be developed early in 2008.

The Library became a member of CAVAL in 2007. CAVAL is a consortium owned by universities and membership will deliver opportunities for increased collaboration with other universities in a wide range of areas. The Library now has representation on CAVAL groups for Reference, Risk management, Staff development, Digital resources, and centralised storage.



The Library Rules were revised and updated in light of the forthcoming integration with the AMC. The University Council approved the new Library Rules at its last meeting in 2007. Revisions included the incorporation of loan period, penalty and borrower types used by the AMC.

The 2006 Annual Report was distributed to senior UTAS executives, Heads of Schools, Library staff, other university libraries and members of the Tasmanian Cultural Collections Group. The first annual report produced by the Library in some time, it promoted the Library and its achievements and services to a wide range of local and national peers.

# Key facts and figures 2007

## Client population

	2007	2006	2005
Student enrolments	20,284	17,407	16,164
Staff numbers (excluding casuals)	2154	2009	1,833

## Libraries

	2007	2006	2005
Number of libraries	7	7	7
Number of additional service points	2	2	2
Opening hours per week	71.5	71.5	71.0
Study seats	1,194	1,267	1,183
Student computers	198	191	183
Visits (exc. Music Library)	1,117,328	1,189,295	N/A
Number of photocopies	978,233	1,274,716	1,559,057
Number of prints to Library printers	953,207	936,042	767,339

## Staffing

	2007	2006	2005
Library staff	75.5 FTE	77.5 FTE	78.7 FTE

## Expenditure

	2007	2006	2005
Salaries	\$4,834,285	\$4,747,682	\$4,521,778
Operating	\$680,665	\$606,645	\$860,640
Acquisitions	\$3,519,871	\$4,286,564	\$3,924,958
Total	\$9,034,821	\$9,640,891	\$9,307,376

## Loans

	2007	2006	2005
Total items lent	321,401	362,162	364,939
Reserve items lent	80,637	81,661	80,439
University Libraries Australia loans	3,459	4,807	4,404

## InterCampus, Flexible Library and Document Delivery services

	2007	2006	2005
InterCampus – Photocopy and loan requests filled	42,285	22,337*	14,046
Flexible Library Service – requests filled	†	5,117	5,447
Document delivery – UTAS requests filled	11,981	13,303	14,093
Document delivery – external requests filled	2,108	2,409	2,314

† From 2007 Flexible Library Service requests were counted in InterCampus statistics.

\*From March 2006, library clients were able to reserve their own books online through the Library catalogue. Prior to 2006 requests and holds placed online by Library staff on behalf of clients were not reported as part of the InterCampus statistics.

## Information Literacy

	2007	2006	2005
IL session held	1,267	954	1,184
IL participants	14,021	11,662	8,972

## Collections

	2007	2006	2005
Monograph titles	548,472	544,376	546,539
Serial titles (paper)	14,925	16,510	16,549
Microform titles	1,888	2007	2010
Electronic titles	45,090*	14,810	12,448
Other non-book titles (kits, maps, av, etc)	22,483	21,071	20694
Total library items	632,858	608,774	598,240

[\* From 2007 onwards figure includes ebooks]





